Zachary Eggert

SUMMARY

Integration Support Specialist leveraging experience as a Full Stack Web Developer with a Web Development certificate from Georgia Institute of Technology. Technical knowledge in the MERN Stack as well as technical solutions experience in a global client support model. Self-motivated individual with strong communication, teamwork, and problem-solving skills developed through an experienced, diverse customer service background. Demonstrates out-of-the-box thinking to deliver results, seeks to expand technical knowledge, and build leadership skills to further career.

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💻 https://github.com/zreggert

in https://www.linkedin.com/in/zachary-eggert/

SKILLS

Microsoft Office
●●●●●●○

GitHub
●●●●●●○

Zendesk
●●●●●○○

Salesforce
●●●●●○○

Slack
●●●●●●○

EXPERIENCE

INTEGRATION SUPPORT SPECIALIST

Trust Payments   **Dec 2021 - Present**

- Front line technical integration support in a global capacity
- Work with third-party developers to solve client issues
- Guide merchants / partners through integration projects
- Assess integration requirements for merchants / partners
- Assist clients with end-to-end API gateway integration
- Conduct demos of Trust Payments dashboard, key features
- Onboard global merchants to TP gateway via Salesforce
- Research and resolve transaction errors via global gateway
- Assist clients with end-to-end JavaScript library integrations
- Identify, troubleshoot, and prevent integration / API errors
- Collaborate with various internal teams to solve intricate client issues and refine internal systems to be more efficient
- Understand Trust Payments technical documentation including APIs, SDKs, etc. as well as customer excellence techniques such as empathy and active listening to provide simple, easy integration guidance for merchants / partners
- Provide scope integration project requirements, delivery plan
- Project scoping, planning, implementation with merchants, partners, and internal stakeholders to execute complex tasks
- Resolve integration support cases, record details of inquiries, comments, and details of any internal action taken via Zendesk support ticket management / quality monitoring
- Facilitates merchant / partner facing trainings for gateway, internal partner portal, and online application system (MAF)

SKILLS

Bootstrap
● ● ● ● ○ ○

React
● ● ● ● ○ ○

jQuery
● ● ● ● ○ ○

Express.js
● ● ● ● ○ ○

Moment.js
● ● ● ● ○ ○

Node.js
● ● ● ● ○ ○

Webservices API
● ● ● ● ○ ○

Javascript
● ● ● ● ○ ○

HTML
● ● ● ● ○ ○

CSS
● ● ● ● ○ ○

REFERENCE

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EDUCATION

CERTIFICATION
Georgia Tech Coding Boot Camp, 2021

Full Stack Flex Web Development

CERTIFICATION
Hubspot Academy, 2021

Email Marketing

CERTIFICATE OF COMPLETION
Codeacademy, 2021

HTML & CSS

PROJECTS

D.O.U.F.O.S.

https://github.com/Limnation/project3
https://doufos.herokuapp.com

- Required full MERN stack to produce interactive front-end, functional database
- React, Express, Node, MongoDB Atlas, Graphql, JavaScript, HTML, CSS, GitHub
- Responsible for user authentication, building model for database, and Graphql

LIMITED FOOTWEAR

https://github.com/Limnation/limited
https://limited-footwear.herokuapp.com

- Website designed for fictional shoe company which catalogs all products stored in a database, this project displays knowledge of how to build a website using both front-end and back-end components
- Express, Node, MongoDB Atlas, JavaScript, jQuery, HTML, CSS, GitHub
- Responsible for APIs, populating DOM with inventory stored in the database